

## What to do if Tableau Won't Load

- Tableau is only available on the campus network, via Eduroam or via the UEA VPN.
- It's not currently accessible via iPad.

## If Server says you're Unable to Sign In

ITCS advise that this can be caused owing to an old Internet Explorer browser cookie.

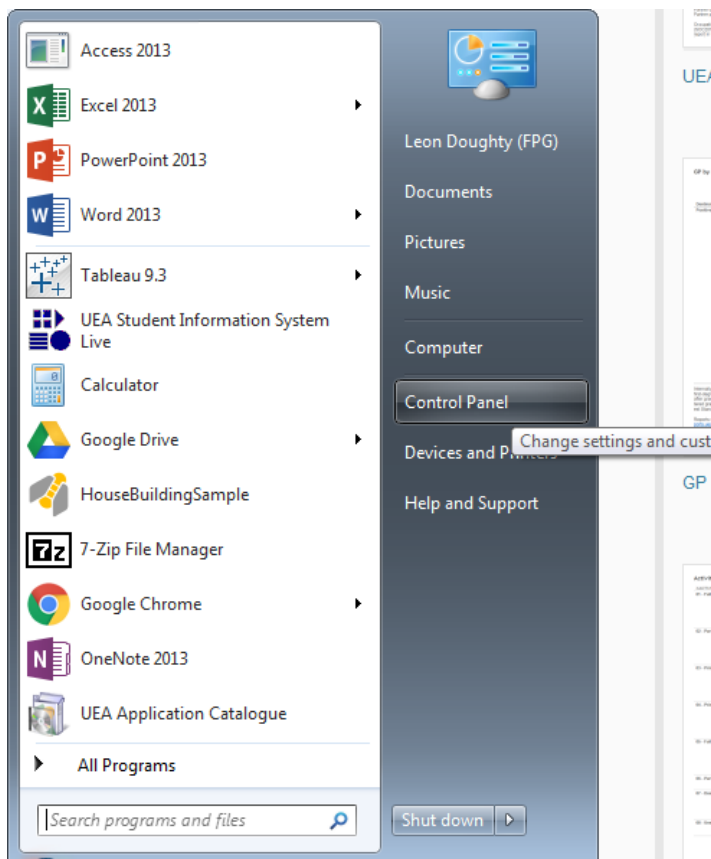
### Unable to Sign In

Invalid username or password

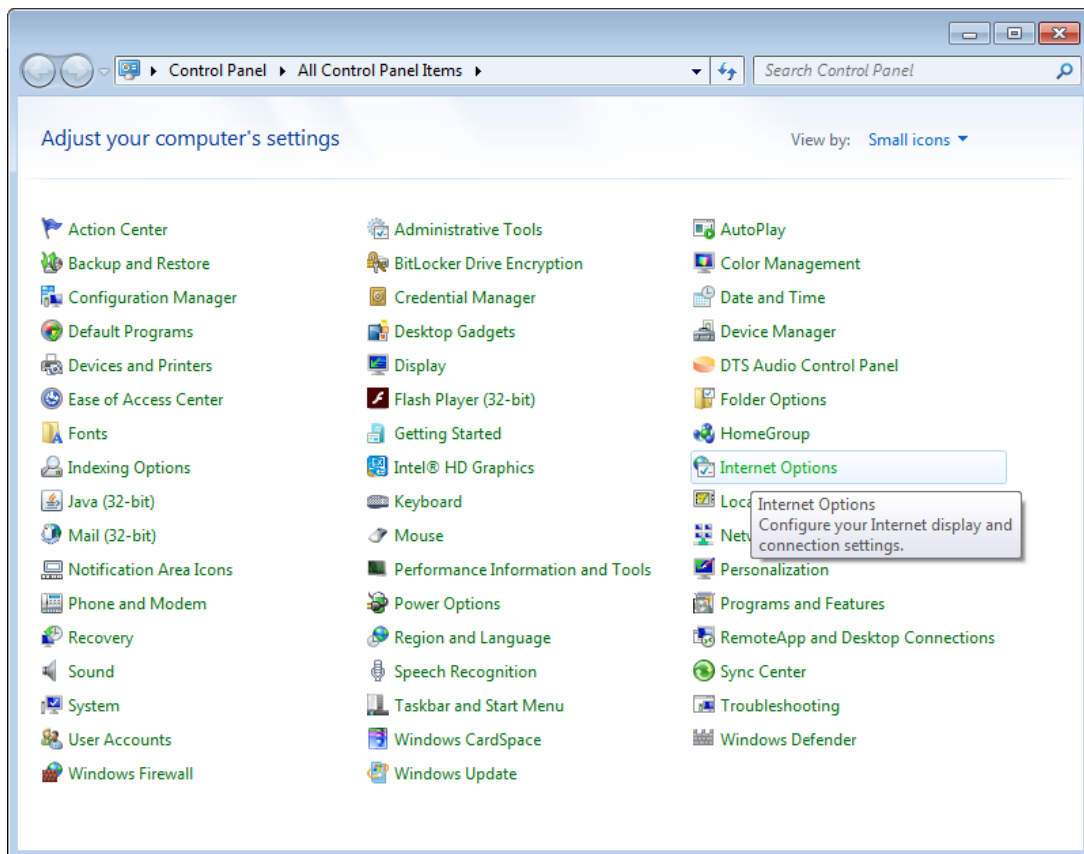
Try Again

Firstly, it may be worth just closing your browser and relaunching it. If that doesn't work, try a different web browser for the day. Alternatively, the following instructions should work on campus, but do get in touch if they don't:

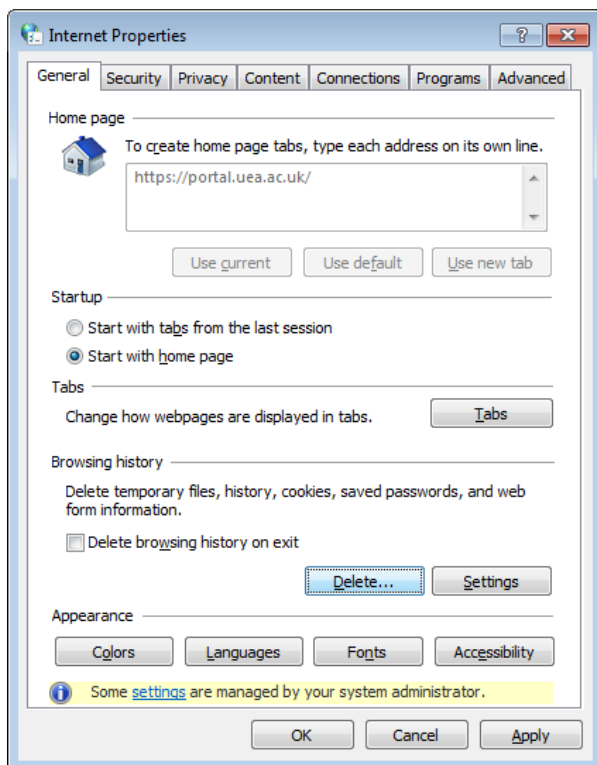
1. Close your Internet Explorer browser.
2. Go to *Start > Control Panel*.



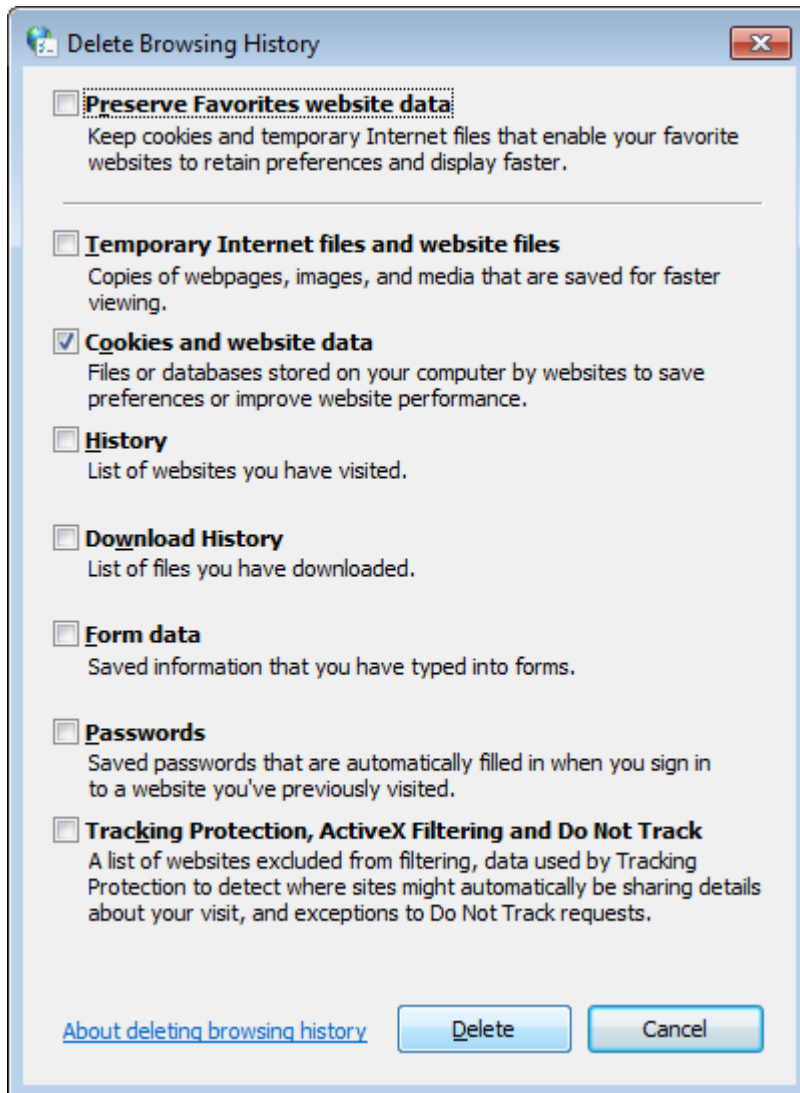
### 3. Select *Internet Options*:



### 4. Select *Delete Browsing History*:



5. Make sure only *Cookies and website data* is checked.
6. Select *Delete* and confirm *OK*.



7. Reopen your Internet Explorer browser.